

## Quality Improvement Population Health Program Manager

**Reports to:** Population Health Director, Quality Improvement, Division of TennCare  
**Working title:** Population Health Program Manager, Division of TennCare  
**State Classification:** Managed Care Program Manager 2, Executive Service Position  
**Location:** Nashville, TN

### BACKGROUND

**TennCare** is Tennessee's Medicaid program that provides health insurance coverage for 1.4 million low income children, pregnant women, disabled adults, and adult caretakers of children. TennCare currently covers one out of every five Tennesseans and 50% of all Tennessee births, with an annual budget of \$11 billion. TennCare partners with its managed care organizations (MCOs) to provide high quality integrated physical, behavioral, and long term care to its member.

### MISSION AND TEAM

TennCare's mission is to support a healthier Tennessee by improving lives through high-quality cost effective care. TennCare has been a leader in innovation through clinical care models and delivery system payment reform while promoting the delivery of high quality services within a sustainable budget. TennCare's Medical Office sits at the forefront of this mission to support clinical quality and operations, federal and state policy, and strategic innovation for the agency. The Quality Improvement (QI) Division is an integral team within the Medical Office that is responsible for monitoring, reporting, and leading innovative strategies focused on improving clinical quality and health outcomes.

Operationally, the QI Division works closely with several TennCare divisions to lead development and execution of a comprehensive quality strategy. Additionally the QI team plays a strategic role in TennCare initiatives focused on improving clinical care and outcomes for TennCare members, including primary care transformation and population health. Externally, the QI Division works closely with TennCare's contracted organizations and other state agencies to provide oversight of quality performance and data reporting for TennCare members. The **Quality Improvement Population Health Program Manager** will be a key member on the Medical Office Team reporting directly to the Population Health Director.

## POSITION OVERVIEW & ESSENTIAL FUNCTIONS

### Responsibilities will include:

- Program management including assisting in planning, reporting, compliance monitoring, evaluating and interpreting Managed Care Organizations (MCOs) Population Health contract requirements.
- Development of reporting tools and analysis of reporting data to identify trends and measure programs effectiveness.
  - Evaluate metrics (e.g. NCQA, HEDIS, Adult and Child Core Measures) to identify provider-focused improvement opportunities leveraging clinical evidence/judgment and NCQA and CMS specifications
- Conducting audits of Managed Care Organizations Population Health activities
- Facilitating collaborative MCO workgroups to address measures to improve program effectiveness
- Resolving problems and providing technical assistance.
- Researching issues, and proposing program improvements.
- Support development of new clinical quality and population health innovations focusing on addressing needs for targeted patient population groups
- Identify care gaps within the TennCare patient population, especially in communities with chronic illnesses and diseases, and propose solutions to address them
- Collaborate with QI Team and TennCare clinical leadership to operationalize medical office population health programs. Recent examples include: TennCare opioid epidemic response, care transitions for medically complex children approaching adulthood, smoking cessation initiative
- Handle special projects as assigned by Population Health Director

## QUALIFICATION REQUIREMENTS

### Minimum Qualifications

- Graduation from an accredited college or university with a bachelor's degree and experience equivalent to five years of professional level experience in working with a health agency in quality improvement, and program planning and evaluation.
- 3+ years Population Health or Clinical Quality experience.
- Proficiency in Microsoft Office software including Word, Excel, and PowerPoint
- Health program implementation and member outreach experience.
- Ability to adapt to changing priorities and deadlines.
- Ability to maintain accurate records.
- Ability to exercise sound judgment.
- Strong organizational skills necessary, including the ability to prioritize, multi-task and manage workload to meet specific timeframes and deadlines.
- Excellent interpersonal, oral, writing and communication skills required.

**Desirable Qualifications**

- Experience in health care delivery and administration (hospital, physician practice, etc.) or state/federal health agency and policies
- Experience in managed care and/or quality improvement
- Understanding of data analytics and health quality performance measures preferred
- Understanding of NCQA accreditation standards and HEDIS measures preferred
- Experience in networking with internal and external key stakeholders in professional environment.

**COMPENSATION**

**Salary/Range:** Compensation and benefits arrangements are competitive and will be commensurate with the selected candidate's experience and responsibilities of this position.

To apply, please send a resume, writing sample, and cover letter with salary expectations and desired start date to [Rhonda.F.Fletcher@tn.gov](mailto:Rhonda.F.Fletcher@tn.gov).

*"Pursuant to the State of Tennessee's Workplace Discrimination and Harassment policy, the State is firmly committed to the principle of fair and equal employment opportunities for its citizens and strives to protect the rights and opportunities of all people to seek, obtain, and hold employment without being subjected to illegal discrimination and harassment in the workplace. It is the State's policy to provide an environment free of discrimination and harassment of an individual because of that person's race, color, national origin, age (40 and over), sex, pregnancy, religion, creed, disability, veteran's status or any other category protected by state and/or federal civil rights laws."*